

Professional Standards Unit Louisville Metro Police Department



KPI Owner: Assistant Chief Greg Burns

Process: Special Investigations

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY13, 129 Goal: Reduce complaints compared to previous year Benchmark: N/A	Data Source: LMPD PSU Unit Goal Source: N/A Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: # of PSU complaints that are taken each month Why Measure: To ensure LMPD is providing professional service by assisting in identifying and correcting training deficiencies Next Improvement Step: Continue to monitor and diagnose

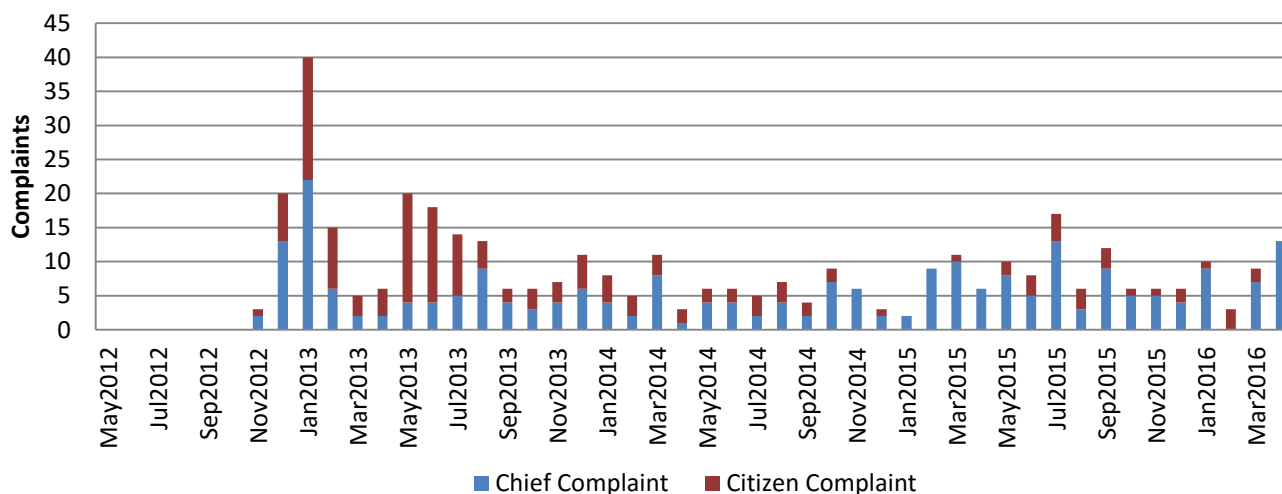
How Are We Doing?

12 Month Goal Citizen Chief	12 Month Citizen Chief			Apr2016 Goal Citizen Chief	Apr2016 Actual Citizen Chief		
21 58	25 81			0 6	0 13		
Complaints	Complaints			Complaints	Complaints		

Professional Standards Unit



Good



The seven basic quality tools, "5Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.